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1.0 Purpose:

This policy enunciates guidelines for in - service education opportunities that shall be made available to all employees at all levels across the organization.

2.0 Objective:

It is the Organization's commitment to provide every employee with requisite skills and competencies for their current job responsibilities and to prepare each individual for Career enhancement through relevant training inputs.


The staff education policy addresses the key processes that focus upon the training of the entire organization in a systematic and effective manner.

3.0 Policy:

The employees of Apollo Hospitals, Secunderabad shall be facilitated to unleash their potential in an integrated manner to uphold the organizational motto.

The employees shall be objectively trained and developed together as a team to significantly increase their performance capabilities and

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service levels to go beyond the customer's expectation and result in highest level of customer satisfaction.

The overriding principle of Training & Development within the organization is that learning is the responsibility of each individual and the Organization is committed to providing the environment and opportunities for learning and growth.

All training programs imparted to the employees shall be based on the identified training needs of the employee.


4.0 Broad classification of training:

Soft Skills: Soft skills are communication skills, interpersonal skills, team skills, presentation skills, etiquette, leadership and management skill development, attitudinal and behavioral aspects, personality assessment, organizational culture, etc.

Functional Skills: Functional skills are subjects or topics with an objective to update or upgrade job related knowledge.

Cross-Functional Skills: Involves subjects and topics with an objective to update or upgrade interdepartmental knowledge with an aim of improving the interdepartmental synergy.

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5.0 Identification of Training Needs:

The Training needs for each employee shall be identified at the beginning of every financial year


The Head of the department is primarily responsible to ensure that employees training needs are identified for the appraisal year or, in case of fresh hires, for the reminder of the appraisal year.

Following are the ways in which training needs are identified at Apollo Hospitals, Secunderabad

- § Performance Management System
- § Personal Interview with the Immediate Superior, Candidate & the Head of the Department.
- § Customer Feedback
- § Employee Satisfaction Survey

The HR Head ensures that identified needs are analyzed; training programmes are designed and conducted. The Head of Department must ensure that the employees attend the programmes conducted. The Head of department and the HR Head must facilitate the training process.

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The Head of department must initiate the training designs pertinent to Functional and Cross-functional skill development. This must be done in coordination with the HR Head, and must include the cross-functional department head, in case of cross-functional training.


The details of the functional and cross functional trainings conducted and the attendance details should be forwarded to the dept. of HR by the concerned Head of the department for the updation of employee's training record.

In addition, every employee shall undergo certain basic training programs that ensure standardized level of service and orientation to the Company values, Code of Conduct, Safety and Quality of Service.

The following are some of the basic training programs that an employee is expected to attend.

- Basic Life Support (BLS) based on the guidelines of American Heart Association is mandatory for all doctors, staff nurses & paramedics working in patient care areas.
- Advanced Cardiac Life Support (ACLS) based on the guidelines of American Heart Association is mandatory of all doctors & nurses working in the following areas:


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- § Emergency
- § Radiology
- § Cardiology
- § Operation Theatre (Anaesthesia)
- § All intensive care units
- § Doctor in charges of each ward
- § All members of the Medical Emergency Team

- Awareness program on Basic Fire Fighting for all employees
- Paediatric Advanced life Support (PALS) for all nurses and doctors with special emphasis for nurses in Paediatric units.
- Neonatal Advanced Life Support (NALS) for all nurses and doctors working in Neonatal Units.
- Advanced fire fighting drill for the hospital security personnel and the members of the fire fighting team.
- Training on Hospital Waste Management protocols for all doctors, nurses, paramedical staff, housekeeping staff.
- Training on the various “hospital codes” to all employees of the hospital.

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The members who are identified to receive the BLS, ACLS, PALS and NALS training shall have to undergo the same after every two years.

The other training programs shall be offered to the employees every year.


The HR Head must ensure the individual training records are updated to indicate the status of training inputs.

The basic training programs shall also be extended to employees working through a contractor and the same shall be recorded in their personal file.

The individual training record & the certificate issued for BLS shall be filed into the personal file of every employee.

At the end of the program every employee shall give his/her feedback in the prescribed form on the effectiveness of the program. The feedback form is expected to indicate the usefulness and the effectiveness of the training as perceived by the employee and help the training system to further upgrade and enhance the effectiveness of the training modules for better results.

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When the employee is assessed for rewards during his appraisal period, training programmes attendance and how the employee made use of training shall be considered.

6.0 Facilities for training

The training facility is equipped with state of the art equipment such as training halls to seat a minimum of 20 trainees and a comfortable learning ambience, LCD projector, etc.

7.0 Policy to attend outside programmes:

Employees in the organization are informed through their HOD of opportunities to participate in advanced education, training and research.

Wherever the training needs are not fulfilled by the internal training resource outside training programmes may be considered for.

The HR head should after scrutiny forward all such requisitions to Chief Operations Officer for approval.

The expenditure for the entire training process shall be borne by the Company.

The rules and regulations for Accommodation & travel shall be made as applicable by Travel policy of the organization.

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